

Terms and Conditions for Life Insurance Premium Waiver Offer

- The promotion period is from 1 April 2015 to 30 June 2015 (the "Promotion Period").
- Enrollment form of the life insurance plan offered by Hang Seng Insurance Company Limited ("Hang Seng Insurance") must be signed within the Promotion Period, and must be submitted within the Promotion Period for application.
- Hang Seng Insurance shall have the right to decide whether or not to accept relevant insurance applications based on the information provided by the Policyholders / the Life Insured upon application.
- Life Insurance Premium Waiver Offer is only applicable to Prestige or Preferred Banking Customers who come to any branch of Hang Seng Bank Limited ("Hang Seng Bank") in person and have successfully enrolled in the designated Hang Seng Insurance life insurance plan as Policyholders.
- Life Insurance Premium Waiver Offer is only applicable to personal customers and not applicable to corporate customers or any persons entitled to Hang Seng Bank staff privileges.
- If the Life Insured successfully enrolls in more than one policy during the Promotion Period, the Policyholder will be entitled to the applicable premium waiver according to the annualised premium of each relevant policy.
- Unless otherwise specified, this Life Insurance Premium Waiver Offer shall not be used in conjunction with other premium waiver offers.
- Hang Seng Bank and Hang Seng Insurance reserve the right to suspend, vary or terminate the Life Insurance Premium Waiver Offer as well as amend the terms and conditions of the Life Insurance Premium Waiver Offer at any time without prior notice. The decisions of Hang Seng Bank and Hang Seng Insurance on all matters relating to the Life Insurance Premium Waiver Offer shall be final and binding on all parties concerned.
- The calculation of Premium Waiver is as follows:

Premium Waiver (in percentage / no. of months)	Monthly Payment	Annual Payment	Single Payment
1%	2 months of premium will be collected <ul style="list-style-type: none"> • The 1% premium waiver will be used to pay for part of the 3rd month's premium • Direct debit authorization will start from the 3rd month 	99% of the annualised premium will be collected	The premium waiver will be deducted from the single payment premium collected. The premium waiver will be calculated by multiplying the amount of "The annualised premium for 3-year payment" / "The annualised premium for 5-year payment" as printed on the illustration summary by 1%
2%	2 months of premium will be collected <ul style="list-style-type: none"> • The 2% premium waiver will be used to pay for part of the 3rd month's premium • Direct debit authorization will start from the 3rd month 	98% of the annualised premium will be collected	The premium waiver will be deducted from the single payment premium collected. The premium waiver will be calculated by multiplying the amount of "The annualised premium for 3-year payment" / "The annualised premium for 5-year payment" as printed on the illustration summary by 2%
4.5%	2 months of premium will be collected <ul style="list-style-type: none"> • The 4.5% premium waiver will be used to pay for part of the 3rd month's premium • Direct debit authorization will start from the 3rd month 	95.5% of the annualised premium will be collected	The premium waiver will be deducted from the single payment premium collected. The premium waiver will be calculated by multiplying the amount of "The annualised premium for 3-year payment" / "The annualised premium for 5-year payment" as printed on the illustration summary by 4.5%
1 month	2 months of premium will be collected <ul style="list-style-type: none"> • The 1-month premium waiver will be used to pay for the 3rd month's premium • Direct debit authorization will start from the 4th month 	91.67% of the annualised premium will be collected	Not applicable
1.5 months	2 months of premium will be collected <ul style="list-style-type: none"> • The 1.5-month premium waiver will be used to pay for the 3rd month's premium and part of the 4th month's premium • Direct debit authorization will start from the 4th month 	87.5% of the annualised premium will be collected	Not applicable

Terms and Conditions for Preferential RMB Exchange Rate Premium Offer

- The promotion period is from 1 April 2015 to 30 June 2015 (the "Promotion Period").
- The offer is only applicable to Prestige and Preferred Banking customers who convert HKD into RMB with the T/T exchange rate premium offer with Hang Seng Bank to settle the first premium for RMB-denominated insurance plans (including HarvestLife (RMB) Life Insurance Plan, Exquisite Universal Life Insurance Plan and Exquisite Supreme Universal Life Insurance Plan). The amount of RMB after conversion must not exceed the first premium of the enrolled policy.
- Preferential RMB Exchange Rate Premium Offer is only applicable to personal customers and not applicable to corporate customers.
- The exchange rate premium of 35 basis points is applicable to conversion of HKD to RMB and not applicable to conversion of RMB into HKD.
- Eligible customers must enroll in designated insurance plan and convert HKD into RMB to settle the first premium within the Promotion Period.
- This offer shall not be used in conjunction with other foreign currency exchange offers.
- Hang Seng Bank and Hang Seng Insurance reserve the right to suspend, vary or terminate the offer as well as amend the terms and conditions of the offer at any time without prior notice. The decisions of Hang Seng Bank and Hang Seng Insurance on all matters relating to the offer shall be final and binding on all parties concerned.

Terms and Conditions for Medical Insurance Offer

- The promotion period is from 1 April 2015 to 30 June 2015 (the "Promotion Period").
- Selected customers refer to Prestige or Preferred Banking customers who have successfully enrolled in life insurance plan underwritten by Hang Seng Insurance between 1 January 2015 and 30 June 2015, while the relevant insurance policy is still in force on 31 July 2015.
- Selected customers must successfully enroll in the Excel Health Insurance Scheme, Global Supreme Health Insurance Scheme or Global Infinite Health Insurance Scheme within the Promotion Period to get a Year of the Goat 99.9% Sterling Silver Coin (2oz).
- This offer is only applicable to personal customers and not applicable to corporate customers and any persons entitled to Hang Seng Bank staff privilege.
- The medical insurance scheme must be successfully approved and effective on or before 1 August 2015, its cooling-off period (within 21 days of the effective date of the contract) stated in the contract is over and the contract is still in force when the Gift redemption letter for the Year of the Goat 99.9% Sterling Silver Coin (2oz) ("Gift") is issued in order to be applicable to the Gift. The Gift redemption letter will be sent to the eligible policyholders by surface mail within 4 months after the Promotion Period. Customers should redeem the Gift at the designated location within the redemption period as stated on the Gift redemption letter. No redemption letter will be re-issued by Hang Seng Bank, Hang Seng Insurance or Bupa (Asia) Limited ("Bupa") in case of loss.
- Gifts are available while stocks last. When stocks run out, Hang Seng Bank, Hang Seng Insurance and Bupa reserve the right to replace the Gift with another gift at any time. The value and nature of the replacement gift may differ from the original Gift. In case of dispute, the decision of Hang Seng Bank, Hang Seng Insurance and Bupa shall be final.
- This Gift cannot be exchanged for other gifts or redeemed for cash. No change will be given.
- Each contract is only entitled to a maximum of one Gift.
- If customers who have received the Gift(s) subsequently cancel the relevant contracts within 12 months, Hang Seng Bank reserves the right to charge an amount which is equivalent to the value of the Gift from any account opened at Hang Seng Bank by the subscribers without prior notice.
- Hang Seng Bank, Hang Seng Insurance and Bupa are not the supplier of the Gift and will not be responsible for any liabilities related to the Gift. In case of disputes, customers should deal with the respective supplier directly.
- Hang Seng Bank, Hang Seng Insurance and Bupa reserve the right to vary or terminate the relevant terms and conditions of the promotion offer at any time without prior notice. In case of any disputes, the decisions of Hang Seng Bank, Hang Seng Insurance and Bupa shall be final.

Terms and Conditions for Home Insurance Offer

- The promotion period is from 1 April 2015 to 30 June 2015 (the "Promotion Period").
- Prestige or Preferred Banking customers who have successfully enrolled in the Home Insurance Plan through any Hang Seng Bank branch, Hang Seng Bank e-banking or enrollment hotline 2998 9888 can enjoy perpetual 20% discount on policy premium as well as one-month premium waiver in the first policy year (applicable to both annual and monthly premium payments. For monthly payments, premium for the 3rd month will be waived) and a HKD100 cash voucher.
- This offer is not applicable to Prestige or Preferred Banking customers who currently hold the Home Insurance Plan and/or have held, renewed or cancelled the Home Insurance Plan in the last 6 months and now enroll in the same Home Care Plan during this Promotion Period. The offer is also not applicable to Prestige or Preferred Banking customers who have cancelled the policies and/or have outstanding premium when the cash voucher is posted.
- HKD100 cash vouchers ("Cash Voucher") are available while stocks last. When stocks run out, Hang Seng Bank and QBE General Insurance (Hong Kong) Limited ("QBE GIHK") reserve the right to replace the Cash Voucher with another gift at any time. The value and nature of the replacement gift may differ from the original Cash Voucher of the offer. In case of dispute, the decision of Hang Seng Bank and QBE GIHK shall be final.
- The Cash Voucher cannot be exchanged for other gifts or redeemed for cash. No change will be given. The Cash Voucher will not be re-issued in case of loss or damage.
- Each contract is entitled to a maximum of one Cash Voucher.
- The Cash Voucher will be sent to the policyholder's correspondence address by surface mail within 3 months after the Promotion Period, provided that the policy remains in force at the time the Cash Voucher is issued.
- If customers who have received Cash Vouchers subsequently cancel the relevant policies within 12 months, Hang Seng Bank reserves the right to charge an amount which is equivalent to the value of the Cash Vouchers from any account opened at Hang Seng Bank by the applicant without prior notice.
- Hang Seng Bank and QBE GIHK are not the supplier of the Cash Voucher and will not be responsible for any liabilities related to the Cash Voucher. In case of disputes, customers should deal with the supplier directly. For details on the use of the Cash Voucher, please see the terms and conditions on the voucher.
- Hang Seng Bank and QBE GIHK reserve the right to vary or terminate the relevant terms and conditions of the promotion offer without prior notice. In case of any disputes, the decisions of Hang Seng Bank and QBE GIHK shall be final.

The above information is a product summary of information for reference only. Please refer to the promotion leaflet / flyer and contract for the detailed coverage, exact terms and conditions and exclusions of the relevant life insurance plans, health insurance schemes and home care plans.

The relevant health insurance schemes are underwritten by Bupa which is authorized and regulated by the Commissioner of Insurance of the HKSAR. Hang Seng Bank is an insurance agent authorised by Bupa for the exclusive distribution of the above schemes. Subscription will be payable to Bupa upon enrolment of relevant scheme. Bupa would provide Hang Seng Bank the relevant commission and performance bonus in accordance to the selling of relevant scheme. The existing sales staff remuneration policy offered by Hang Seng Bank would take into account various aspects of the staff performance but not solely on the sales amount.

The above Life Insurance Plans are underwritten by Hang Seng Insurance. The underwriter is authorized and regulated by the Commissioner of Insurance of the HKSAR. Hang Seng Bank is an insurance agent authorized by Hang Seng Insurance.

The Home Care Plan is underwritten by QBE General Insurance (Hong Kong) Limited which is authorised and regulated by the Commissioner of Insurance of the HKSAR. Hang Seng Bank Limited (“Hang Seng Bank”) is an insurance agent authorised by QBE General Insurance (Hong Kong) Limited for the distribution of this Plan. Premiums will be payable to QBE General Insurance (Hong Kong) Limited upon enrolment of this Plan. QBE General Insurance (Hong Kong) Limited would provide Hang Seng Bank commission and performance bonus accordingly in respect of the selling of this Plan. The existing staff remuneration policy on sales offered by Hang Seng Bank takes into account various aspects of the staff performance instead of focusing solely on the sales amount.

In respect of an eligible dispute arising between the Hang Seng Bank Limited and the customer out of the selling process or processing of the related transaction, Hang Seng Bank Limited is required to enter into a Financial Dispute Resolution Scheme process with the customer; however any dispute over the contractual terms of the product should be resolved between directly QBE General Insurance (Hong Kong) Limited and the customer.

Notice to General Insurance Customers with an address or residence in Japan or with Japanese nationality

Due to a restriction according to the Insurance Business Act of Japan, Hang Seng Bank Limited as agent shall not accept insurance application(s) from customer(s) with correspondence or residential address(es) in Japan and / or with Japanese nationality. Hang Seng Bank Limited shall have the right in accordance with the related guideline from regulators and relevant regulations to reject all insurance applications accepted retrospectively and to cease acting as agent of that policy accordingly.